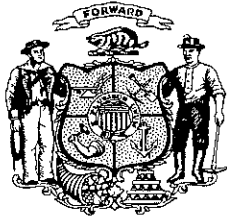


STATE OF WISCONSIN

SENATE CHAIR
MARK MILLER

317 East, State Capitol
P.O. Box 7882
Madison, WI 53707-7882
Phone: (608) 266-9170



ASSEMBLY CHAIR
MARK POCAN

309 East, State Capitol
P.O. Box 8952
Madison, WI 53708-8952
Phone: (608) 266-8570

JOINT COMMITTEE ON FINANCE

MEMORANDUM

To: Members
Joint Committee on Finance

From: Senator Mark Miller
Representative Mark Pocan

Date: April 2, 2010

Re: DHS Report on Management of Milwaukee County Income
Maintenance Programs

Attached is a copy of a report from the Department of Health Services (DHS) documenting its management of the Milwaukee County income maintenance programs, pursuant to Section 9122(5x) of 2009 Act 28 (the 2009 biennial budget act).

Act 28 requires DHS to provide the Joint Committee on Finance copies of all reports which document its management of the Milwaukee County income maintenance programs, including all monthly Milwaukee County Enrollment Services reports, that the Department is required to provide to the plaintiffs in the litigation against agency officials and others, known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

The report is being provided for your information only. No formal action is required by the Committee. Please feel free to contact us if you have any questions.

Attachments

MM:MP:jm

Jim Doyle
Governor

Karen E. Timberlake
Secretary



State of Wisconsin
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET
P.O BOX 7850
MADISON WI 53707-7850

TELEPHONE: 608-266-8428
FAX: 608-267-1434
dhs.wisconsin.gov

April 1, 2010

RECEIVED
APR 02 2010

BY: St. Finance

Senator Mark Miller, Co-Chair
Joint Committee on Finance
Room 317 East State Capitol
Madison WI 53702

Representative Mark Pocan, Co-Chair
Joint Committee on Finance
Room 309 East State Capitol
Madison WI 53703

Dear Senator Miller and Representative Pocan:

Section 9122(5x) of 2009 Act 28 requires the Department of Health Services to provide the Joint Committee on Finance copies of all reports documenting its management of the Milwaukee County income maintenance programs that the Department is required to provide to the plaintiffs in the litigation known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

Attached is the fourth report provided to plaintiffs, which was transmitted on March 31, 2010. Please contact me at 266-9622 with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Diane M. Welsh".

Diane M. Welsh
Chief Legal Counsel



Jim Doyle
Governor

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

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dhs.wisconsin.gov

March 31, 2010

Ms. Anne L. DeLeo
Nelson, Irvings & Waeffler, S.C.
2675 N Mayfair Road, Suite 420
Wauwatosa, WI 53226

Re: *West et al. v. Timberlake, et al.*
Case No. 08-CV-670 (E.D. Wis.)

Dear Ms. DeLeo:

Attached please find the State Defendants' monthly report for performance of the Milwaukee Enrollment Services Center (MilES) for February 2010, as set forth in Section III.B. of the Settlement Agreement in the above-referenced case.

Please note the following:

- When staff reviewed the data for the February 2010 Report, they found that the number of cases pending for verification was still very large. Some of the pending cases are as old as 2002. Staff discovered that there were 9,338 cases that Milwaukee County had left in pending status for a very long time. It appears that most of these cases are not pending due to verification. Rather, it appears that Milwaukee County should have confirmed the denial or termination of these cases, but did not do so. MilES staff are reviewing each of these cases to ensure that they are accurately determining eligibility and do not terminate eligibility incorrectly. As we discussed, the Department will provide you with a description of these pending cases after this review is complete. Per our agreement, the Department will begin to report the total number of pending cases for the March 2010 Report.
- Timeliness data for processing changes within 10 days is tied to the redesign and implementation of a new verification checklist. While MilES staff are tracking the time between when documentation of a change is reported and when it is entered into CARES, I want to assure you that work continues on the verification checklist. We appreciate the comments on the verification checklist made by staff from Legal Action of Wisconsin. Many of those suggestions are being incorporated into a new version that the Department will be sharing with member focus groups across the state to get their reaction and comments. After that process is completed, the Department will implement the new checklist and update CARES, so that this information may be tracked electronically.

Anne L. DeLeo
March 31, 2010
Page Two

If you have any questions about the report, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script, reading "Diane M. Welsh".

Diane M. Welsh
Chief Legal Counsel

Attachment

cc: Karen Timberlake, Secretary
Mark Thomas, Deputy Secretary
Jason Helgeson, Division Administrator
James Jones, Deputy Division Administrator
Edward Kamin, Milwaukee Enrollment Services
Steven Kilpatrick, Department of Justice

Milwaukee County Enrollment Services Report
February 2010
(as of 2/28/2010)

Report	Criteria	Details	
		Count	Percentage
Programs Open for and Confirmed in February 2010	BadgerCare Plus Only	17,284	15.70%
	Medicaid EBD Only	12,187	11.07%
	Medicaid Other Only	2,657	2.41%
	BadgerCare Plus and FoodShare	42,064	38.21%
	Medicaid EBD, LTC and FoodShare	7,892	7.17%
	Medicaid Other and FoodShare	2,977	2.70%
	FoodShare	25,027	22.73%
	Total Cases	110,088	
Timeliness	Applications Processed in Month*	4,770	
	Applications Processed Timely	3,950	82.81%
	Applications Processed Untimely	820	17.19%
	Reviews Processed in Month	7,003	
	Reviews Processed Timely	6,731	96.12%
	Reviews Processed Untimely	272	3.88%
	SMRFs Processed in Month:	3,350	
	<u>Received by the 5th day of the Month</u>	2,234	
	Processed Timely	2,076	92.93%
	Processed Untimely	158	7.07%
	<u>Received after 5th day but within the Month</u>	1,116	
	Processed Timely	746	66.85%
	Processed Untimely	370	33.15%
Churning	Number of Cases Closed in Last 60 Days and Reopened This Month	502	
Change/Call Center	Total Phone Calls Milwaukee Change/Call Center	46,262	
	Percentage Answered	70.75%	
	Average Hold Time	6.5 minutes	

*Includes processing of matters transitioned from Milwaukee County.